

1. The third step in the problem-solving model is:
  - a. Explore alternatives.
  - b. Evaluate the situation.
  - c. Implement the solution.
  - d. Select an alternative.
2. Decision making should begin before an emergency for all of the following reasons except:
  - a. Time pressure
  - b. Stress factors
  - c. To establish line of responsibility
  - d. To obtain buy-in from stakeholders
3. Criteria for evaluating alternative solutions includes all of the following except:
  - a. Appropriateness
  - b. Prediction
  - c. Adequacy
  - d. Efficiency
4. Step 5, Evaluate the Situation, involves which one of the following sub-steps?
  - a. Monitoring progress
  - b. Delineating problem parameters
  - c. Generating alternatives
  - d. Evaluating alternatives
5. The critical first outcome in the problem-solving process is:
  - a. A well-analyzed solution.
  - b. A clearly identified problem statement.
  - c. A challenge that embodies an undesirable situation.
  - d. A definition of the scope of the issue.
6. In the personality profile you took online, which is one set of functions considered for decision-making style?
  - a. Extraversion or introversion
  - b. Judging or perceiving
  - c. Thinking or feeling
  - d. Sensing or evaluating

7. People take in information by:
  - a. Sensing or intuition
  - b. Thinking or feeling
8. The bias in the thinking function is toward:
  - a. Stability
  - b. Innovation
  - c. Effectiveness
  - d. Integrity
9. The intuition function asks which question when making a decision?
  - a. "What are the facts, costs, and benefits?"
  - b. "What are the patterns and possible interpretations?"
  - c. "What are the pros and cons, causes and effects?"
  - d. "How does this decision affect those involved?"
10. Which of the following shows a flexible decision-making approach?
  - a. Sticking to your own dominant decision-making style
  - b. Suspending judgment to see the points of view of others
  - c. Forcing parties in a conflict to relinquish authority
  - d. Calling in an outside mediator
11. All of the following statements are true about a consensus decision except:
  - a. Every group member's view is considered.
  - b. Everyone feels that he or she was listened to.
  - c. Everyone supports the decision.
  - d. Win/lose techniques such as voting are used to achieve a decision.

Match the attribute of an effective decision maker in column A with its description in column B.

12. \_\_\_\_\_ Initiative

13. \_\_\_\_\_ Selectivity

14. \_\_\_\_\_ Currency

15. \_\_\_\_\_ Good judgment

16. \_\_\_\_\_ Self-knowledge

- a. Good decision makers consider current conditions and take advantage of opportunities that exist at the time.
- b. Sound decisions will not always result from merely following procedures. Decision makers must weigh factors particular to the situation.
- c. Effective decision makers assume responsibility for beginning the decision-making process and seeing it through. They take an active part in making things better.
- d. Good decision makers know their own abilities, biases, and limitations.
- e. Effective decision makers seek pertinent data. They avoid getting bogged down by extraneous facts and figures.

17. One cause of “groupthink” is:

- a. Genuine consensus
- b. Inclusiveness
- c. Pressure toward conformity
- d. Lack of power

18. All of the following are at stake in making an ethical decision except:

- a. Your organization's reputation
- b. The public's trust in local government
- c. An effective outcome
- d. Your personal reputation

19. Another name for ethical competency is:

- a. Skill
- b. Consciousness
- c. Commitment
- d. Motivation

20. Ethics includes all of the following concepts except:
- a. Fairness
  - b. Legality
  - c. Honesty
  - d. Respect for others
21. If limited time is a factor in decision making, it is preferable to have a/an \_\_\_\_\_ make the decision.
- a. Group
  - b. Individual
22. Decision making is best done \_\_\_\_\_ an emergency.
- a. Before
  - b. During
23. Which of the following pre-disaster decision information would not be included in an Emergency Operations Plan?
- a. Who is responsible for what (organization)
  - b. Evacuation routes
  - c. Locations for mass care shelters
  - d. Amount of donated goods
24. Allowing citizens to shelter in place during a major hurricane creates:
- a. Problems
  - b. Solutions
  - c. Both
  - d. Neither
25. The following is not an impediment to decision making in a crisis:
- a. Lack of information
  - b. Perceived or real time pressure
  - c. An action plan
  - d. Conflicting political agendas